able to provide proper ground facilities like parking, modern telecom etc. to passengers at various airports;

(b) whether AAI surveys requirements of such facilities on a monthly basis;

(c) if so, whether any effort is proposed to be made to improve passenger facilities at airports; and

(d) if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (SHRI SHRIPAD YESSO NAIK): (a) No, Sir.

(b) and (c) Airports Authority of India [AAI] organizes the ground facilities at airports according to the need of the customers. AAI conducts Customer Satisfaction Survey on bi-annual basis at top 50 airports in India covering approximately 50000 users. The users include passengers, visitors, airlines, air traffic services, exporters, importers and regulatory agencies. Through these surveys, AAI identifies facilities to be improved and to be created new. The overall Customer Satisfaction Index for passenger terminal for the year 2002-03 in two rounds is 72%. Facilities available at airports are drinking water, toilets, signage, Flight information display system, Snacks bar, Trollies, air-conditioning, telephone, car parking, retiring rooms, escalator, lifts, shops, etc.

(d) Does not arise.

Violation of Indian Airspace

1242. SHRI LALIT SURI: Will the Minister of CIVIL AVIATION be pleased to state:

(a) the cases of violation of Indian airspace by foreign aircrafts during the last three years;

(b) the details of each case; and

(c) the action taken by Government in each case?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (SHRI SHRIPAD YESSO NAIK): (a) and (b) During the last 3 years, only 26 incidents of violation of Indian airspace by foreign aircraft have occurred.

3 from Bangladesh through Balurghat & Cooch Behar, 11 from Pakistan through Kargil, Gurdaspur, Jammu, Munnabao, Tangdhar & Mumbai, 7 from Nepal through Kishanganj, Gorakhpur, Bahraich, Lakhimpur, Nepalganj & Darbhanga, 3 from China through Dehradun & Mechuka, 1 over Andaman & Nicobar Islands and 1 from Malaysia through Delhi.

(c) On 20.11.2002 Lufthansa Cargo Flight DLH 8433 flew over no fly zone designated as Prohibited/VIP area. The incident was investigated and it was found to be due to an error of judgement by the pilot. Lufthansa airlines has been informed of the lapse of their pilot and advised to take corrective action.

On 3.2.2003 an American registered Boeing 757 aircraft N610G while flying from Karachi to Male was noticed flying on air route N-519 when the route was not available for civil operations. Investigations were carried out by Directorate General of Civil Aviation (DGCA), Air Force, Intelligence Bureau, Customs and Immigration. It was found that the Air Traffic Control Karachi did not guide the pilot correctly and they had no knowledge about operating time of the route. The crew and aircraft were released for operations to Seychelles after questioning.

Other incidents of violations pertaining to Ministry of Defence were handled as per their standard procedures.

Air Services to State Capitals

1243. SHRI SURENDRA LATH: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Government have a proposal to provide better air services to the capital of each State in the country;

(b) if so, the proposal mooted in that regard for 2003-2004; and

(c) the details of the additional flights proposed to be inctroduced between Delhi-Bhubaneshwar and between Bhubaneshwar and other State capitals?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (SHRI SHRIPAD YESSO NAIK): (a) and (b) It is the constant endeavour of Government to provide better air services to all parts of the country, including State Capitals. In this direction, Government has laid down route